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PATENT

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Appl. No.: 09/656,678  
Applicant(s): Hein et al.  
Filed: September 7, 2000  
Art Unit: 3621  
Examiner: Bayat, Bradley B.  
Title: SYSTEM FOR ISSUE NOTIFICATION, PRIORITIZATION, AND  
RESOLUTION AND ASSOCIATED METHOD

Confirmation No.: 1936

Docket No.: 038190/202935  
Customer No.: 00826

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**PRELIMINARY AMENDMENT**  
**37 CFR § 1.115**

Sir:

Please enter this Preliminary Amendment before calculating the claim fee and amend the above-identified application as follows:

**Amendments to the Claims** are reflected in the listing of claims beginning on page 2 of this paper.

**Remarks** begin on page 10 of this paper.